

Clark County Regional Support Network Policy Statement

Policy No.: QM02
Policy Title: Quality Management Committee
Effective Date: September 1, 2001

Policy: The RSN will facilitate and staff a Quality Management Committee. This Committee shall exist to assure that the delivery of care and services within the Clark County Pre-Paid Health Plan service system is consistent and meets customer needs and meets or exceeds customer expectations. Committee members participate in policy decisions, assist in implementing service delivery improvements, and utilize reports on the effectiveness of quality resource activities as part of routine management/committee responsibilities. The Committee's focus will be on assuring that the Mental Health Division requirements as well as consumer's goals are incorporated into the continuous quality improvement work plan.

Reference: WAC 388-865, the Medicaid Waiver, the Clark County Quality Management Plan, and the Clark County/DSHS Mental Health Services Contract.

Procedure:

1. The RSN will manage the Quality Management Committee for the provider.
2. The Quality Management Committee will be chaired and facilitated by the RSN Quality Manager. The composition of the committee will include representation from provider agencies, the RSN, the State QRT, the Mental Health Advisory Board, Consumer Voices are Born, Family Members, AMI, and the Ombuds Service. Allied service system members may also join this committee on an ad hoc basis.
3. The Quality Management Committee shall meet monthly for two hours. Various sub committees designated by the committee may meet more often to work on a specific project or activity. Tasks of the Quality Management Committee include but are not limited to:
 - a) Oversees quality management activities for the mental health services delivered within Clark County PHP.
 - b) Receives information and reports from provider agencies within the service delivery network on quality activities. Based on information received from the system i.e. reports, makes recommendations to the PHP for quality improvement.
 - c) Monitors system performance standards such as Access, penetration, inpatient admissions and re-admissions, follow up visits post hospitalization, complaints/grievances, provider satisfaction, consumer satisfaction as well as critical incidents.

- d) Provides avenues to both identify training needs in the system as well as providing a forum through which quality management principles and techniques can be learned and shared.
- e) Assists in the formulation of quality indicators and a work plan for quality system wide.
- f) Sponsors and supports special studies focusing on key quality issues.
- g) Serves as a forum to recognize individual and program achievements of quality within the system of care.

Approved By:  Date: 1-4-05
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Clark County
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